

Y-Care (South East Queensland) Inc.

POSITION DESCRIPTION



Position Title:	Delivery Driver and Warehouse Assistant
Employment Status:	Casual
Department:	YMCA Schools' Breakfast Program
Reports To:	Logistics Coordinator and Schools' Breakfast Program Manager

ORGANISATION DESCRIPTION

As the charitable activity of the YMCA, Y-Care exists to serve people in our community who are disadvantaged. We believe that everyone deserves a real opportunity, no matter their circumstance, and work with other charities, community groups, government and schools to provide appropriate and practical solutions to sadly common problems.

Y-Care's nine programs each operate in different areas but share the common theme of assisting people overcome the challenges they face in body, mind and spirit.

Through forming partnerships in the community, Y-Care is able to connect with the people who are really doing it tough.

SERVICE DESCRIPTION

It's a well-known fact that breakfast is the most important meal of the day, yet for a number of reasons a significant number of children attend school without breakfast. Y-Care (South East Qld) Inc. the benevolent arm of the YMCA of Brisbane, in partnership with Education Queensland, Foodbank Queensland and the Clem Jones Group commenced the YMCA Schools' Breakfast Program with five state schools in September 2006.

Thanks to the support of our sponsors the program today provides over 55,000 free breakfasts each month to school students within 74 schools.

The benefits of the breakfast program is that students commence the school day after a healthy breakfast which contributes to their emotional wellbeing, health, and learning that is so critical to students 'educational' success and performance at school.

POSITION SUMMARY

The role of the assistant driver/admin personnel is critical to the continuing expansion of the YMCA Schools' Breakfast program which currently delivers to schools in Logan, Ipswich and surrounding areas (fifty kilometre radius). The major tasks associated with the role include:

- Delivery and collection of food donations – Delivering food supplies to schools in the Logan, Ipswich, and South Brisbane region including other regions as required and assisting with the collection of food donations from donors as required;

- Assist the Logistics Coordinator with administration duties – inventory data keeping of both incoming donations and outgoing food supplies donated to schools; data entry and liaising with schools;
- Assist the Logistics Coordinator with supporting and directing warehouse volunteers, students and visitors;
- Assist the Logistics Coordinator with maintaining a safe, clean and fully operational warehouse and the undertaking of workplace health and safety task and documentation.

DUTIES AND RESPONSIBILITIES

1. Delivery and Collection of Food Donations

- Drive the YMCA Schools' Breakfast refrigerated vehicle and other vehicles as instructed to collect, sort and deliver breakfast food and equipment to various schools in the Logan, Ipswich, South Brisbane and other regions as required, during school terms only.
- Delivery involves loading and unloading goods from refrigerated and non-refrigerated vehicles, sorting, stacking into the School's designated breakfast fridge/freezer and food storage cupboard, rotating stock items according to dates.
- Collect and record details of quantities, weight and description of donated foods.
- Clean and maintain delivery vehicles, dispose of waste, check and oil, water and tyres etc.
- Assist warehouse visitors with incoming and outgoing donations as required.
- Report any issues identified within schools, storage facilities within schools, food supplies, vehicles and logistic safety issues.

2. Assist Logistics Coordinator with Administration and Operational Duties

- Delivery preparation: Calculate required stock for each schools delivery and create delivery picking orders.
- Liaise with school staff and breakfast coordinators to ensure the timely delivery of goods and services.
- Assist warehouse volunteers and students to pack food ready for delivery to various schools.
- Inventory data entry: Maintain accurate records of incoming and outgoing donations, and calculate number of breakfast meals provided using inventory records.

3. Assist Logistics Coordinator with Volunteer and Student Support

- Provide support, direction and guidance to Warehouse Volunteers, Students and Visitors.
- Assist with the orientation and induction of volunteers and students to the warehouse and to logistics.
- Assist the Logistics Coordinator with volunteer and student intake interviews, referee checks, and warehouse inductions.
- Respond to warehouse volunteer, students and visitors needs or concerns to ensure the quality of service and reputation of the YMCA.
- Handle all complaints and conflict professionally.
- Report any issues identified to the Logistics Coordinator

4. Maintenance and Operation of Warehouse

- Maintain a safe, clean and fully operational warehouse: undertake cleaning of the warehouse and maintenance of equipment according to the cleaning and maintenance register.
- Assist the Logistics Coordinator with completing workplace health and safety task and documentation.
- Assist with creating and updating safe work procedures, identifying risks and undertaking risk assessments and implementation and review of control measures to minimise the risks and hazards.
- Undertake stock take counts when requested, stack shelves and rotate stock according to use by dates.
- Report any issues identified to the Logistics Coordinator

5. Risk Management

- Maintain the work environment so as to minimise risk to warehouse visitors, volunteers, students and staff.
- Report any identifiable risk so that immediate action can be taken.
- Comply with the YMCA's Occupational Health and Safety Policies and Procedures, including those relating to your specific role as found in the OHS Management: Roles and Responsibilities document.
- Maintain confidentiality of all YMCA information, records and files

- Maintain the Quality System and report any deviations from the intended system
- Uphold and promote the policies and mission of the YMCA of Brisbane including compliance with all practices in the “YMCA Quality Manual”.
- Must be aware of and implement the YMCA’s Safeguarding Children and Young People Policy.

5. Management Support/YMCA Support

- To assist in planning of Y-Care services and programs.
- To facilitate and participate in training activities.

AUTHORITY

- The Driver/ Warehouse Assistant is directly accountable to the Logistics Coordinator and Schools’ Breakfast Manager

SKILLS AND KNOWLEDGE

- **Judgement and Decision Making Skills**
- **Specialist Knowledge and Skills**
 - Knowledge and understanding of food safety standards
 - Knowledge of manual handling and correct lifting procedures
 - Willingness to undertake necessary training in food handling, cold storage, transport and other relevant requirements.
 - Good communication skills and effective inter-personal skills
 - An interest in working with people of all ages and backgrounds
 - Commitment to support warehouse volunteers and students to develop to their full potential.
 - Strong interpersonal, and team work skills, with an ability to establish and maintain effective, cooperative working relationships with a diverse range of people.
 - Flexibility, with the ability to work on multiple tasks.
 - Reasonable working knowledge of computer applications, including Word, Excel, Internet and Email.
- **Physical Ability**
 - The role requires lifting heavy loads, and cleaning the warehouse; a good level of physical fitness is required to perform these tasks
- **Interpersonal Skills**
 - Sensitivity in responding to school personnel, volunteers, students, trainers, stakeholders, and fellow staff members from a range of lifestyles, capacities, expectations and cultures.
 - An ability to gain the co-operation and assistance of warehouse volunteers and students.
 - Good negotiation and conflict resolution skills.
 - An ability to resolve difficult and complex situations by implementing appropriate action plans and strategies.
 - An ability to manage competing demands through time management and effective planning and decision-making.

QUALIFICATIONS / EXPERIENCE

- Manual licence and demonstrated experience in driving small trucks;
- Experience in the food industry and/or with Work Health and Safety and/or Warehousing is desirable
- Reasonable working knowledge of computer applications, including Word, Excel, Internet and Email.
- Knowledge of manual handling and correct lifting procedures
- First Aid Certificate (desirable)
- CPR qualifications (desirable)
- Possess, or be willing to obtain, a positive notice Blue Card in accordance with the Working with Children (Risk Management and Screening) Act 2000

KEY SELECTION CRITERIA

- Sound knowledge and understanding of food safety requirements, a willingness to undertake necessary training in food handling, cold storage requirements, work health and safety and other relevant training.
- Ability to lift heavy loads, a good level of physically fitness is required to perform these tasks and a working knowledge of manual handling and correct lifting procedures is desirable.
- Well-developed oral communication skills and effective inter-personal skills
- An interest in working with people and children
- Flexibility, with the ability to work on multiple tasks.
- Reasonable working knowledge of computer applications, including Word, Excel, Internet and Email.

CONDITIONS OF EMPLOYMENT

- Generally school terms only
- Capacity to Salary Sacrifice

Approved By:	Alan Bray
Position:	Chief Executive Officer
Signature:	
Date:	